

## **5 FAM 520 TELEPHONE SERVICES**

*(TL:IM-36; 12-09-2002)*  
*(Office of Origin: IRM/APR/RG)*

### **5 FAM 521 GENERAL**

*(TL:IM-36; 12-09-2002)*

a. Classified information must not be discussed on Department telephones unless the units are secure telephones, e.g., STU-III or STE (cryptographically protected telephones).

b. The following communications over any analog or digital voice system are prohibited:

- (1) Using foul or profane language;
- (2) Impersonating another person;
- (3) Making nuisance calls or threatening calls;
- (4) Interfering with the service of others; or
- (5) Using the circuits for illegal purposes.

c. It is illegal to obtain, attempt to obtain, or assist another in obtaining telephone service by:

- (1) Rearranging, tampering with, or making connections with any facilities of the government; and
- (2) Using false credit devices to avoid paying, in whole or in part, established service charges.

d. Incidents that involve suspected waste, fraud, abuse, or mismanagement must be reported to the Office of the Inspector General.

### **5 FAM 522 LOCAL CALLS**

*(TL:IM-36; 12-09-2002)*

a. Telephone services are for official business. However, occasional local calls are permitted as long as they do not result in additional charges to the U.S. Government, and do not interfere with work. (See 5 FAM 511 (b) (4).)

b. Local calls are those within the local commuting area. However, some calls from locations within the commuting area can be charged as long distance and must be charged to personal calling cards.

## **5 FAM 523 LONG DISTANCE CALLS**

### **5 FAM 523.1 Calls Made From Work**

*(TL:IM-36; 12-09-2002)*

a. Employees must use personal calling cards to make personal calls charged as long distance. Many people carry pre-paid calling cards for this purpose.

b. Generally, employees must not accept collect calls. If the collect call is an emergency, the employee may accept charges and then notify his or her supervisor in writing or his or her action.

c. An employee who does not have a personal long distance calling card and is faced with a personal emergency may make a long distance call or fax that will be billed to the Department. If possible, obtain the supervisor's permission. The employee may be required to reimburse the Department for the call.

d. Employees may not make unauthorized long distance calls even with the intent of later reimbursing the U.S. Government.

### **5 FAM 523.2 Calls Made While On Travel**

*(TL:IM-36; 12-09-2002)*

a. Bureau review and certification are mandatory for all long distance telephone call records and bills. The caller must pay for questionable calls, i.e., those determined to be unauthorized.

b. Long distance calls made in the interest of the U.S. Government must be individually authorized by the employee's supervisor or executive officer on the travel voucher to qualify for reimbursement.

c. Infrequent personal calls that are in the interest of the government may be placed on government calling cards only when approved by executive directors or administrative officers, and the authorization should be noted in travel orders. Executive directors and administrative officers may prohibit or set limits as necessary.

## **5 FAM 524 U.S. GOVERNMENT CALLING CARDS**

*(TL:IM-36; 12-09-2002)*

a. Calling cards are available to employees for making official domestic and international long distance calls on non-government phones. Bureaus are responsible for verification of employee use when charges are billed.

Contracts awarded by the General Services Administration (GSA) offer the most economical rates for domestic and international long distance calls made on government telephones.

b. Each bureau determines how many calling cards are needed based on the number and frequency of personnel traveling.

c. Calling cards for domestic long distance and international long distance are obtained through the GSA, FTS2001 contract, and ordered through IRM/OPS/ITI/TWD.

d. Prepaid calling cards are available in denominations of \$5.00, \$10.00, \$20.00, and \$50.00 from the FTS2001 contract. The FTS2001 contract specifies that each order must total at least \$150.00; therefore, the minimum purchase amount per bureau must be \$150.00. Prepaid cards are an option for bureaus to have on hand for emergency situations and infrequent travelers.

e. The use of government calling cards is subject to review and restrictions as determined by bureau executive or administrative officers.

f. USAID staff stationed in the United States should request calling cards from AID/FA/IRM/TCO. Other agencies should follow their own policy in selecting an international long distance service or calling cards and should contact their agency representative to establish accounts and order calling cards.

### **5 FAM 524.1 Discontinuing Calling Cards**

*(TL:IM-36; 12-09-2002)*

a. To discontinue a calling card, bureaus/executive offices must send a memorandum and the card or the card number to IRM/OPS/ITI/TWD requesting that the card be cancelled.

b. Employees must notify IRM/OPS/ITI/TWD as soon as possible when cards are lost or stolen.

## **5 FAM 525 TELEPHONE EQUIPMENT**

*(TL:IM-36; 12-09-2002)*

Expenses incurred by damage, loss, theft, lost services, or destruction of any U.S. Government-owned telecommunications equipment due to an employee's or other authorized person's negligence or willful act will be paid by the employee.

### **5 FAM 525.1 Domestic Telephone Equipment**

*(TL:IM-36; 12-09-2002)*

a. The Telecommunications Wireless and Data Services Division (IRM/OPS/ITI/TWD) authorizes all equipment or transmission facilities for domestic State Department offices.

b. Employees must not install, disconnect, rearrange, remove, or attempt to repair equipment or facilities furnished by IRM/OPS/ITI/TWD.

c. Expenses incurred by damage, loss, theft, lost services, or destruction of any government-owned telecommunications equipment due to an employee's or other authorized person's negligence or willful act will be paid by the employee.

### **5 FAM 525.2 Telephone Equipment at Posts/Regional Information Management Centers (RIMCs)**

*(TL:IM-36; 12-09-2002)*

a. Foreign Service posts and RIMCs operate post telephone systems and equipment and hire telephone operators locally. Posts must have DS concurrence to hire a Foreign Service National (FSN) or third country national telephone technician and specific authorization from the (RIMC) and IRM/OPS/ITI/LWS/FPT. Access to controlled access areas (CAAs) and private branch exchange (PBX) equipment rooms at all posts by uncleared personnel is restricted. See 12 FAH-6 H-311.4, H-312.4, H-313.4 and H-314.4, a classified publication. New telephone system installations in a CAA must be made by cleared U.S. citizens in accordance with telephone security group (TSG) standards. (See 12 FAH-6 H-311.4, H-312.4, H-313.4 and H-314.4).

b. The RIMC must be informed of all post procurement orders for telephone equipment, preferably before orders are submitted. All revisions or additions to telephone systems at post must be coordinated with the RIMC and IRM/OPS/ITI/TWD/FPT for technical guidance. Neither RIMC nor IRM/OPS/ITI/TWD/FPT is required to install or maintain other agency purchased equipment. At their discretion, RIMCs may consider providing

technical assistance or guidance related to other agency telephone systems.

c. Posts must submit all orders to IRM/OPS/ITI/TWD/FPT for price quotes and ordering instructions.

d. All U.S. foreign missions are required to use STU-III/STE instruments for classified telephone conversations and are encouraged to use STU-III/STE instruments in the secure mode while conducting routine business.

## **5 FAM 525.3 Telecommunication Services at Domestic Facilities**

(*TL:IM-36; 12-09-2002*)

a. The Telecommunications, Wireless and Data Services Division, IRM/OPS/ITI/TWD, is charged with the installation and management of domestic telecommunications services for the Department of State.

b. To request a telephone installation, an upgrade, move, add, or change, submit a Form DS-3054, *Telecommunications Service Request* (TSR). TWD cannot accept TSRs without funding information. Submit TSRs through your GSO. Failure to complete the form in its entirety may result in delays. TSRs are available from the Department's Forms Website, or from IRM/OPS/ITI/TWD.

c. To request physical wiring for a department network, e.g., Internet, OpenNet (unclassified SBU intranet), OpenNet Plus, or ClassNet (classified intranet), submit a Form DS-3055, *Data Service Request* (DSR). TWD cannot accept a DSR without funding information. Submit DSRs through your GSO or executive office. Failure to complete the DSR in its entirety may result in delays. DSRs are available from the Department's Forms Website, or from IRM/OPS/ITI/TWD.

d. For assistance in account creation for the above networks, contact your systems administrator or the IRM InfoCenter (IRM/M/CST/SPS) at <http://infocenter.irm.state.gov/home/default.htm>.

## **5 FAM 525.4 Equipment in Controlled Access Areas (CAAs)**

(*TL:IM-36; 12-09-2002*)

a. Only Department-approved telephone systems and telephone security group (TSG) approved instruments are to be used in CAAs. See 5 FAH-2 H-612.1 and 12 FAH-6 H-311.4, H-312.4, H-313.4 and H-314.4

(classified). Foreign manufactured telephone systems or instruments are not authorized for use in CAAs.

b. Security requirements prohibit using speakerphones within the CAAs at Foreign Service posts. See 12 FAH-6 H-311.4 (g), H-312.4 (g), H-313-4 (g) and H-314.4 (g) for information (classified).

c. Cellular telephones cannot be brought into the CAA. See 12 FAH-6 H-531.1 Cellular Telephone Standards (classified).

d. Telephones used inside CAAs must be kept secured and stored separately from telephones used or intended for use outside of the CAA. All telephone repair work inside the CAA must be performed by cleared U.S. citizens. See 12 FAH-6 H-311.4, H-312.4, H-313.4 and H-314.4 (classified). Telephones designated for the CAA must be ordered from a U.S. vendor, securely shipped, stored, installed and repaired by cleared U.S. citizens in accordance with 12 FAH-6 H-311.4, H-312.4, H-313.4 and H-314.4 (classified).

e. Telephone security group (TSG) equipment and instruments are accountable. Serial numbers must be assigned, tracked, and inventoried. TSG items require secure disposal and the status recorded. If a TSG item falls out of cleared U.S. citizen control, the piece cannot be reintroduced into the CAA. See 12 FAH-6 H-311.4 (r) and H-312.4 (r) (classified). If a replacement is required, post should contact IRM/OPS/ITI/LWS/FPT.

f. Telephone maintenance outside the CAA, including the CTS (computerized telephone system) may or may not be performed by unescorted FSNs depending on the post's threat level and the provisions outlined in 12 FAH-6 H-311.4 (t), H-312.4 (t), H-313.4 (t), and H-314.4 (t). Telephones not maintained under cleared U.S. control may not be introduced into a CAA.

## **5 FAM 525.5 Secure Telephone Unit / Secure Terminal Equipment (STU-III/STE)**

*(TL:IM-36; 12-09-2002)*

a. IRM/OPS/ITI/SI manages the STU-III/STE program for the Department. Send all requests for additional equipment and replacement equipment to this office. The STU-III is no longer in production, and is being replaced by the STE.

b. IRM/OPS/ITI/SI is responsible for physically transferring STU-III/STE equipment from the vault to all locations. All requests for fill devices (seed keys/cards) and all other cryptographic devices should be sent to IRM/OPS/ITI/SI.

c. Domestically, telephone lines to connect the STU-III/STE equipment must be ordered from IRM/OPS/ITI/TWD.

## **5 FAM 525.6 Answering Systems**

*(TL:IM-36; 12-09-2002)*

a. Stand-alone answering machines are prohibited in the CAA. See 12 FAH-6 H-311.4 (g), H-312.4 (g), H-313.4 (g) and H-314.4 (g) (classified).

b. All automated answering or voice mail systems must provide callers with an alternate telephone number to call in emergency situations or for additional information.

## **5 FAM 525.7 Telephone Networks At Post**

*(TL:IM-36; 12-09-2002)*

a. The national telecommunications security working group (NTSWG), formerly known as the telephone security group (TSG) is the primary technical and policy resource for all aspects of telephone security. Nonsecure services and equipment must be procured, installed, and maintained according to security standards appropriate to the post's technical threat level. The IMO or IPO is responsible for operation and management of telephone systems; the regional or post security officer (RSO or PSO) is responsible for ensuring that appropriate security practices are implemented; and the Bureau of Overseas Buildings Operations (OBO) is responsible for physical security requirements to include architectural and design provisions, and electrical design provisions. See 5 FAH-2 (*Telecommunications Handbook*) for specific guidance regarding management of telephone networks.

b. See 12 FAM and 12 FAH-6 (classified documents) for specific guidance on Diplomatic Security regulations for Department telephone circuitry based on the security standards devised by the NTSWG or the TSG.

## **5 FAM 526 CELLULAR TELEPHONES**

### **5 FAM 526.1 General**

*(TL:IM-36; 12-09-2002)*

Cellular telephones are management tools for overcoming time and distance problems. U.S. Government provided cellular telephones are for official business. Each bureau, post or office must establish a policy on the personal use of government issued cellular telephones. At a minimum, this

Policy must define whether personal use is allowed or not, and the limits for personal use without the requirement for employee reimbursement to the issuing agency. Consideration must be given that cellular telephones incur a cost whenever they are used. In addition, the collection of fees for personal use can result in additional administrative costs, which if not strictly controlled, may increase the workload and result in increased staffing requirements. This policy must include provisions to maintain adequate fiscal control, set forth user responsibilities, require a signature receipt when phones are issued, provide a method whereby the user must validate their calls each billing cycle, require the user to return the instrument upon transfer, and detail the applicable security restrictions. Cellular telephones should only be provided to those employees who can demonstrate a justifiable need or requirement in the normal performance of their assigned duties. In certain circumstances, the security posture of a post may require a more liberal disbursement policy, however all of the other policy requirements listed above must be enforced.

## **5 FAM 526.2 Restrictions for Cellular Telephones Usage**

*(TL:IM-36; 12-09-2002)*

a. There are two different directives regarding the use of cellular telephones. Domestic usage is derived from Director of Central Intelligence Directive (DCID) 1/21. Usage overseas is derived from Overseas Security Policy Board (OSPB) Security Standards and Policy Handbook 12 FAH-6 H-531.1. Both directives apply to all persons, whether employees or visitors.

b. Domestically, personal cellular telephones are not allowed in a sensitive compartmented information facility (SCIF), or in secure work areas (SWAs). Government cellular telephones are not permitted in these areas except in the rarest and most exigent situations. Consistent with DCID 1/21, any exception requires the approval and written authorization of the Assistant Secretary for the Bureau of Intelligence and Research (INR), acting in the capacity as the Department's senior official of the intelligence community (SOIC). Proof of such authorization must be retained as a matter of record in the Special Security Office (DS/ISP/SSO) that will validate SOIC-approved exceptions. In other areas where classified information is discussed or processed, U.S. Government and personally owned cellular telephones are permitted providing the cellular telephone: (1) remains off; and (2) is never placed within 10 feet from equipment processing classified information. Government and personally owned cellular telephones are permitted in Department facilities where classified information is neither discussed nor processed.

c. In facilities abroad, cellular telephones are prohibited from being brought into and/or used within controlled access areas (CAAs). Additional information is contained in 12 FAH-6 H-531.1.



d. The operator of a moving vehicle must be discouraged from using a cellular telephone in all instances, except in emergencies. Any use of a cell telephone while operating a motor vehicle is only permitted if a hands-free device is used. The use of a hands-free device can present a distraction, and motor vehicle operators must remember that their primary mission is the safe operation of the vehicle. Drivers should pull off the road if a lengthy conversation is to take place.

e. Roaming or global system for mobile (GSM) communications capability may be required for only a few employees. Roaming can be very costly and must be restricted to those who require this feature. Basic cell phone service packages should be suitable for most employees. Features not required should be deleted for cost savings.

f. Standard cell phones do not meet DS requirements for transmission at a classified level and are to be used only for unclassified transmissions. For information on secure cellular telephones, contact IRM/OPS/ITI/SI/CSB.

g. Cell phones lack a broadcast feature that is required for security applications, and this precludes their use for emergency action plan purposes or networking.

h. To prevent targeting of individuals, the serial number of the physical instrument must be limited to a need to know basis. If a vendor requires the serial number to assign a telephone number or activate a unit, it may be provided. But the name of the employee who will use the instrument must be protected and not given to the vendor.

## **5 FAM 526.3 Administration of Cellular Telephones at Posts**

*(TL:IM-36; 12-09-2002)*

How a post handles its cell program is a post responsibility. When deciding who will administer the cell phone program, posts should consider IRM/GSO workloads, the involvement of a contracting officer, language difficulties when a technically proficient FSN is not involved, NEPA or WPAS accountability, VIP requirements, and security policies that prohibit the introduction of cell phones into the CAA.

## **5 FAM 526.4 Administration of Cellular Telephones Domestically**

*(TL:IM-36; 12-09-2002)*

The bureau executive director is responsible for developing the overall bureau policy that covers U.S. Government provided cell phones within the bureau and subordinate offices. The actual control and accountability may be delegated to subordinate offices. The bureau must consider Non-Expendable Property Application (NEPA) accountability, involvement of the contacting officer, applicable security restrictions, and adequate controls.

## **5 FAM 527 DOMESTIC TELEPHONE ACCOUNTABILITY**

*(TL:IM-36; 12-09-2002)*

a. The Telecommunications, Wireless and Data Services Division, IRM/OPS/ITI/TWD, is charged with the installation and management of domestic telecommunications services for the Department of State.

b. Executive officers, or their designees, should review monthly telephone service statements for accuracy of charges and to seek repayment to the government for unapproved telephone charges. The purpose of the review is to maintain management control over Department telephone expenses.

c. Executive officers, or their designees, must review telephone inventories annually to validate the need for equipment installed within their bureaus. The purpose is to eliminate unnecessary telecommunications expenses. Executive officers, or their designees, must review the annual inventory listings for accuracy of installed equipment and services.

d. This section applies specifically to domestic facilities. Posts abroad are required to establish procedures to review telecommunications charges and service inventories at the same interval as domestic facilities.

e. TWD prepares a telecommunications services statement (TSS) each month and forwards it to bureau executive offices and some administrative offices abroad. The TSS reflects call detail reporting. The TSS is also available on 3 ½" disk, which the bureaus must request by e-mail or in writing from TWD.

f. The TSS is not a bill. The Bureau of Financial Management and Policy, Working Capital Fund Section, RM/DFS/FO/A/WCF, deducts the charges detailed on the TSS from each bureau's capital fund (CF) allotment. The executive officer must, therefore, sign after the fact, that all

charges on this statement are valid and that the best effort was made to seek repayment for unapproved telephone charges. Executive officers, while not acting as collection agencies, must seek repayment for unauthorized charges.

g. Annually, TWD will prepare a calling card inventory and a telephone line inventory (sorted by organization code) and forward them to bureau executive offices and some administrative offices abroad.

## **5 FAM 528 TELEPHONE FUNDING**

### **5 FAM 528.1 Posts Abroad**

*(TL:IM-36; 12-09-2002)*

Telephone projects abroad are prioritized by class and type of equipment. The current replacement philosophy is to base the prioritization on equipment type, age, and operational requirements. The replacement list is developed to ensure equal representation in all bureaus and geographic locations. Selected posts are funded on an individual project plan based upon the available funds. See 5 FAH-2 H-623.2 – Procurement Responsibility.

### **5 FAM 528.2 Bureau of Overseas Building Operations (OBO)**

*(TL:IM-36; 12-09-2002)*

OBO funds telephone systems for new capital construction of office buildings and certain other major projects requiring replacement of all major systems, which may include telephone systems. These projects consist of new buildings or major renovations that impact on phone systems in long-term leased or U.S. Government owned facilities. In addition, OBO funds all telephone system replacements at long-term leased and U.S. Government-owned facilities.

### **5 FAM 528.3 Central Investment Funds (CFIs)**

*(TL:IM-36; 12-09-2002)*

CIFs are used for projects at short-term lease and special project facilities. These projects include the specialized replacement of a series of PABX systems that fall outside the OBO replacement effort. Specialized projects deemed to be in the interest of the U.S. Government and mandated to comply with OIG and DS requirements or recommendations are considered on a case-by-case basis.

## **5 FAM 529 UNASSIGNED**